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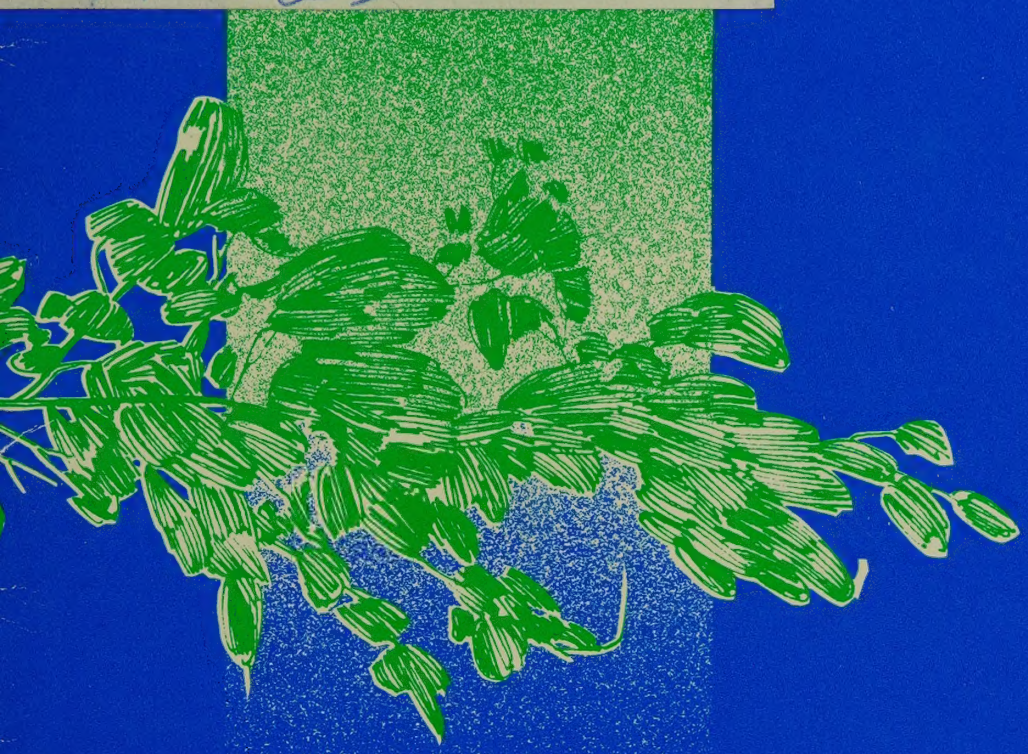

Welcome

Information for Patients

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WELCOME TO CHEDOKE-McMASTER HOSPITALS

Chedoke-McMaster Hospitals is one hospital corporation operating on two sites: Chedoke Hospital, on Hamilton's mountain brow, and the McMaster University Medical Centre (MUMC), in the lower city's west end. The two hospitals amalgamated in l979 to combine their strengths and to avoid costly duplication of services.

In addition to the wide range of general services found in most hospitals, Chedoke-McMaster also has several specialties, including rehabilitation, high-risk obstetrics and pediatrics. Chedoke-McMaster is also a designated Children's Hospital because of its pediatric specialties.

As a patient, you are our first priority. In this booklet, we will try to answer questions you may have about your stay in hospital. If you would like more information, please do not hesitate to ask the nursing staff who will be happy to answer any questions or concerns.

If you are interested in finding out more about Chedoke-McMaster during your stay, the Public Affairs department will be happy to send you some information about the hospital and its programs. Please call extension 5387 during regular business hours.

WE WILL DO OUR UTMOST TO...

- Treat you with dignity and respect. All communications and records concerning your care are kept strictly confidential.

- Inform you in advance of any change in your scheduled admission. We regret any inconvenience these changes may cause, but they are sometimes necessary when beds are not available.

- Ensure that you know the names and roles of all health care staff members assisting in your health care.

- Give you the information you need to make decisions about your care. Please remember that you have the right to ask for a second opinion, or to decline any treatment. You may also request that your records be transferred to another doctor of your choice.

- Provide you with the name and dosage of any medication prescribed to you and its side effects.

- Respect your social, religious and cultural beliefs, provided they do not compromise your care.

- Let your family doctor know about your care, unless you specifically request otherwise.

WE ASK THAT YOU...

- Provide the doctor responsible for your care with accurate and complete information about your health.
- Be considerate of the needs of other patients and visitors, and respect their privacy.
- Ask questions about anything you do not understand.

SUPPORT SERVICES

Special staff members, such as social workers, are available at both hospital sites to help you with any personal problems you may have. Injury or illness can be a very upsetting experience, and we can help you cope with the difficulties you may be facing while in hospital. Hospital chaplains (including a Roman Catholic priest) are available anytime and can be paged by the nursing unit manager.

Community clergy of all faiths visit patients in the hospital regularly. If you would like a clergy visit, please call Chaplaincy Services weekdays at ext. 5342 (MUMC).

VISITORS

Visiting hours are from 8:30 am until 8:30 pm. We ask that patients see only two visitors at one time and that children be accompanied by an adult.

Specific visiting hours will be assigned to patients under special or intensive care.

Unless you have indicated otherwise, the hospital's Patient Information Services staff will tell inquiring friends and relatives your room number.

MAIL

Mail for patients is delivered to the wards throughout the week, except on holidays. Incoming mail should be addressed to:

- YOUR FULL NAME
  c/o Chedoke-McMaster Hospitals,
  NAME OF HOSPITAL SITE
  WARD NUMBER
  BOX 2000
  Hamilton, Ontario
  L8N 3Z5

Please ask your friends and relatives to include both your first and last name as well as your room number when addressing mail. This helps mail processing and delivery. Your cooperation is appreciated.

Please note: the Main Street West address should be used even for patients at our Chedoke site - all incoming mail is sorted and sent out from MUMC.

SAFETY

Do not bring your own electrical appliances to hospital.

Siderails - The siderails on your bed may be raised for several reasons. We ask that you please keep them in this position until lowered by nursing staff.

Hospital Identification Bracelet - It is important that this bracelet be worn at all times during your hospitalization.

Valuables - Patients of both Chedoke and MUMC are asked to please send valuables home with family members. If you do not have someone to take care of this for you, please notify the nursing staff who will try to make alternate arrangements.

Smoking - Smoking is not permitted in patient rooms; however, there are designated smoking rooms for use by inpatients only at both hospital sites.

MUMC:
- Room 3W7A (third floor, yellow elevator)
- Room 4W6 (fourth floor, yellow elevator)

CHEDOKE:
- Holbrook Building (between Wards 24 and 25, second floor)
- Wilcox Building (Ward 21, second floor lounge)
  (Ward 32 third floor,near the nurses' station)
- Continuing Care Centre (second floor)

Fire Drills - Fire drills are conducted periodically. If you hear the alarm, please do not be concerned. In case of a true emergency, you will be informed by hospital staff who have been specially trained in such matters.

Hospital Watch - Hospital Watch, modelled on the popular Neighborhood Watch Program, is aimed at reducing theft and improving safety within Hamilton hospitals. Under the program, hospital staff, patients and visitors are urged to promote security by reporting any suspicious incidents to extensions 6444 (MUMC) and 7753 (Chedoke).

We ask that you look for staff ID badges, do not keep valuables in your room and remain alert to anything that seems suspicious.

FOOD SERVICES

Our registered dieticians plan nourishing and well-balanced meals. You may choose your meals from a daily menu provided your condition or doctor does not restrict your diet.

Cafeteria - The cafeterias are open to the public. Hours of operation are: MUMC: 7:30 am to 6:15 pm, Chedoke: 7:30 am to 6:30 pm.

Coffee Shops - Coffee shops at both hospital sites are operated by the Volunteer Association. Please refer to SERVICES PROVIDED BY THE VOLUNTEER ASSOCIATION in this booklet for locations and hours of service.

TELEPHONE RENTALS

The cost of telephones in semi-private and private rooms is covered in the room charges. Patients staying in standard ward rooms may arrange to rent a telephone at a minimal charge when they are admitted. If you were admitted through the Emergency Department, you will be visited by an accommodation coordinator who will make arrangements for you.

Once your phone is hooked up, you may access an outside line by dialing 9, then the phone number. To phone long distance, dial 0.

Pay telephones are conveniently located throughout the two hospital sites.

PHARMACY

A public pharmacy that operates in the main lobby (second level) inside the gift shop at the McMaster site is open Monday to Friday, 9:00 am to 5:00 pm. You can contact the pharmacy by dialing ext. 6106.

TRANSPORTATION

Taxi - Taxi stations are located at the main entrances to both hospital sites.

Bus - City bus service is available to both hospital sites. Specific bus timetables are available by calling Customer Service, Hamilton Street Railway - 527-4441.

Car - Parking is available at both hospital sites. Lot parking is within easy access to the various treatment centres at the Chedoke hospital site. Underground parking is available at MUMC. There is a charge for parking; however, the hospital offers discounts for long-term patient visitors. Please inquire at the parking offices:

- MUMC: ext. 6156,
- Chedoke: ext. 7754.

SERVICES PROVIDED BY THE VOLUNTEER ASSOCIATION

Throughout your stay at Chedoke-McMaster Hospitals, you will likely meet our volunteers. They are recognized by their distinctive blue or peach smocks and will be wearing their photo identification badges. If you would like to be a volunteer please call the MUMC office at ext. 5339 or Chedoke at ext. 7542.

The Volunteer Association provides the following services, with the money raised going back to the hospital to enhance the comfort of the patients:

Flowers - At the MUMC site a flower shop is located near the red elevators on the second floor. A variety of fresh and silk flowers, balloons and plants are available.

Magazines - At the Chedoke site (Wilcox and Holbrook buildings) and at the MUMC site, volunteers deliver magazines to all waiting areas and patient lounges.

Coffee Shops and Vending Machines - Light refreshments including sandwiches, soups, salads, desserts, coffee, soft drinks and juices are available at the coffee shops operated by the Volunteer Association. At the MUMC site the coffee shop is in the main lobby on the second floor (ext. 5344). At the Chedoke site, coffee shops are located in the Wilcox building (ext. 7426), Holbrook building (ext. 7480), Evel building (ext. 7479), and the Continuing Care Centre (ext. 7266). Please call the shops for hours of operation.

At the MUMC site, there is also an Ice Cream Parlour in the main lobby.

Fresh packaged snacks, hot drinks and soft drinks are available in vending machines located near patient waiting areas throughout both hospital sites.

Patient Library - At MUMC, the library is located near the red elevators on the fourth floor (Room 4D13G). Patients are welcome to visit and borrow books and tapes. Hours of operation are Monday to Friday from 1:00 to 4:00 pm. If you are unable to leave your room, a volunteer from the library will visit with reading materials, including magazines. Please call ext. 6591. The delivery service is also available at the Chedoke site. To make arrangements, call ext. 7542.

Television Rentals - The Volunteer Association provides rental services for televisions.

All bedside televisions can be used by following the instructions on the television set. Please call ext. 6777 for assistance. A representative will visit your room for payment.

Gifts - Gift shops operated by the Volunteer Association are located near the entrance to both hospital sites. Convenience items, including gifts, candies, cards, magazines, newspapers and hand-knit goods are available.

BEAUTY/BARBER SERVICES

A beauty/barber shop is located at MUMC on the first level near the red elevators. Stylists are available for appointments in the shop and will also try to make special arrangements to go to your room if you are unable to leave it. To make arrangements, please call ext. 5345. Patients are responsible for payment.

At the Chedoke site, arrangements for hair cuts or styling vary depending on the ward you're on. Please ask the nursing staff for details.

OUR TEACHING ENVIRONMENT

As a teaching centre, Chedoke-McMaster Hospitals participates in the training of doctors, nurses and students of other health disciplines. Teaching hospitals are well known for their high standard of health care.

Following are some of the terms you may hear:

Fellow - a fully qualified specialist doctor doing further work in a specific area.

Resident - a fully licensed doctor working on extra years of training to become a specialist.
A resident will probably visit you every day and plan your treatment. The doctor responsible for your care receives regular reports from the resident to make sure your health care is progressing smoothly.

Intern - a graduate in medicine who is gaining the experience necessary to practise medicine.

Clinical Clerk - a student physician who is in the final year of medical school.

Please remember that when a student is involved with your care, he or she is always supervised by your doctor.

All students at Chedoke-McMaster Hospitals work under the supervision of highly trained, professional staff members. Unless you indicate otherwise, students will participate in your care.

Occasionally, patients are asked to participate in research projects. We encourage this participation since it may help us provide better care for future patients. If you agree to become involved in research, you will be asked to sign a special consent form. The implications and nature of the research project will be explained to you.
Patients may decline to participate in research projects.

LEAVING THE HOSPITAL

Your doctor will sign an order for your discharge usually the day before you leave the hospital. If you need special care after leaving, this will be discussed with you. If you have any concerns relating to your discharge, please be sure to discuss these with the nurse responsible for your care. Please remember: When you are discharged, it is your responsibility to leave the room by 11:00 am and arrange transportation home.

SUGGESTIONS, PROBLEMS OR COMPLAINTS

If you have a suggestion to make, a problem or a complaint, Chedoke-McMaster would like to hear about it. You can either speak directly to the nurse responsible for your care or you can fill out a suggestion card available in dispensers throughout the hospital. You can then give the card to the ward receptionist/clerk or drop it in any public mail box.

If you are concerned about your medical treatment, please talk to your doctor.

CHEDOKE-McMASTER HOSPITALS FOUNDATION

The Chedoke-McMaster Hospitals Foundation is a non-profit corporation associated with the hospital. The sole mission of the Foundation is the raising of funds to enhance capital facilities, equipment, education and research programs.

Contributions from the community and region are actively sought. These are acknowledged with an income tax receipt and a letter of thanks. Also, unless anonymity is requested, gifts are recorded in our Annual Report, as well as on our donor walls of distinction, which were unveiled in June 1991.

If you would like to make a donation, please call 521-2100, ext. 6742 or write to:

- Chedoke-McMaster Hospitals
  Foundation,
  Box 2000
  Hamilton, Ontario,
  L8N 3Z5

IMPORTANT PHONE NUMBERS

Barber/Beauty Shop	5345
Chaplaincy Services	5342 (weekdays)
Foundation Office	6742
Long Distance	Dial "0"
Outside Line	Dial "9"
Patient Library	6591 (MUMC) 7542 (Chedoke)
Pharmacy	6106
Public Affairs	5387, 5381, 6999
Security	6444 (MUMC) 7753 (Chedoke)
Television Rentals	6777

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